

Amendments to the Claims:

Please rewrite the claims as set forth below. The listing of claims replaces all prior versions and listings of claims in the application:

1–20. (Cancelled)

21. (Currently Amended) In a testing system, a method for routing a plurality of incoming inquiries initiated by a plurality of users, said users submitting test specimens for evaluation to a testing facility, each of said users being associated with a personal identification code, said personal identification code being associated with a code database comprising a plurality of codes in which at least one subset of said plurality of codes is associated with a code lot for the employees of a specific company, the method comprising the steps of: receiving an inquiry initiated by one of said users; prompting said user to transmit said personal identification code; receiving said personal identification code; in any order querying said user as to whether said user desires counseling; and determining whether said personal identification code input by said user corresponds to a code lot for the employees of the specific company; from among a plurality of counselors, including at least one counselor associated with said lot, selecting a counselor associated with said lot if said personal identification code is determined to be associated with said lot; preparing specific counselor information including a user's insurance benefits based on said lot; providing said counselor the specific counselor information; routing said inquiry to said counselor; and

~~wherein said providing counseling is tailored to the user and includes information relating to the user's insurance benefits, and to provide~~ activities to reduce risk if a result of the test specimen is negative, and instruction to enter physician care for further medical evaluation and follow up if the result of the test specimen is positive or indeterminate.

22-83. (Cancelled)

84. (Previously Presented) A method according to claim 21, further comprising the step of providing counseling to said user.

85. (Previously Presented) A method according to claim 21, wherein said code database includes a plurality of code lots for employees of a plurality of companies.

86. (Previously Presented) A method according to claim 85, wherein at least two of said code lots for employees of a plurality of companies are exclusive of common codes.

87. (Previously Presented) A method according to claim 21, wherein for at least one code lot for the employees of the specific company, said plurality of counselors includes a plurality of counselors associated with said code lot for the employees of the specific company, said method further including the step of selecting a counselor from among the plurality of counselors associated with said lot.

88. (Previously Presented) A method according to claim 87, wherein said plurality of counselors for said lot includes at least one live counselor and at least one automated counselor.

89. (Previously Presented) A method according to claim 21, wherein said inquiry is made via electronic communication.

90. (Previously Presented) A method according to claim 84, wherein said counseling is provided to said user via electronic communication.

91. (Previously Presented) A method according to claim 21, wherein some of the codes in said database are not associated with a lot, said plurality of counselors including at least one non-lot-specific counselor.

92. (Previously Presented) A method according to claim 91, said plurality of counselors including a plurality of non-lot-specific counselors, the method including the step of selecting one of said non-lot-specific counselors if it is determined that said personal identification code input by said user is not associated with a lot.

93. (Previously Presented) A method according to claim 21, wherein said code database comprises a plurality of code lots for employees of a plurality of companies, wherein at least one of said plurality of counselors is associated with plural code lots for employees of the plurality of companies.

94. (Previously Presented) A method according to claim 21, wherein said specimen is a medical specimen and said evaluation is a medical evaluation.

95. (Previously Presented) A method according to claim 94, wherein said evaluation is an evaluation for HIV.

96. (Previously Presented) A method according to claim 94, wherein said evaluation is an evaluation for hepatitis.

97. (Previously Presented) A method according to claim 21, wherein said specimen is an environmental specimen and said evaluation is an environmental evaluation.

98. (Previously Presented) A method according to claim 21, wherein said plurality of counselors comprises at least one common counselor provided with instructions associated with said code lot for the employees of the specific company, wherein said step of selecting a counselor comprises selecting instructions for said common counselor.

99. (Previously Presented) A method according to claim 21, wherein said inquiry is received prior to submission of a test specimen.

100. (Previously Presented) A method according to claim 21, wherein said inquiry is received prior to providing test result information to the user.

101. (Previously Presented) A method according to claim 21, wherein said user is queried as to whether said user desires counseling after said user has received test result information.

102. (Previously Presented) A method according to claim 21, wherein said user is anonymously identified by one of said personal identification codes.

103. (Previously Presented) A method according to claim 21, wherein said personal identification code is associated with the test specimen submitted by said user.

104. (Previously Presented) A method according to claim 103, wherein said user has a different personal identification code that is associated with user-identifying information.

105. (Previously Presented) A method according to claim 103, wherein said personal identification code is not associated with user-identifying information.